

The Centralized FOIA Program at U.S. EPA, Region 8 – Denver, CO

U.S. Environmental Protection Agency
Region 8 – Denver, CO
Content Management Unit (CMU)

EPA's Region 8 Content Management Unit (CMU), established in 2014, provides a consolidated source for efficient and effective content management to Region 8 programs including centralized management of FOIA and eDiscovery requests; records administration; and delegations management.

Centralized FOIA Program Model

CMU FOIA staff coordinate all regional FOIA requests and responses. The CMU FOIA Officer oversees regional FOIA activities, works closely with the Office of Regional Counsel, and is the primary liaison to the HQ FOIA Program. Three full time CMU Coordinators oversee daily FOIA processing including requestor communication, document collection, and FOIA response concurrence and correspondence. These four CMU FOIA staff specialists replace the former 25 dispersed, collateral duty FOIA support staff across Region 8 programs. In this centralized FOIA Program model, technical program staff across the region continue to serve as subject matter experts tasked with identifying and reviewing responsive information. A CMU eTools Specialist also supports CMU FOIA staff with complex digital searches.

Benefits of a Centralized FOIA Program

Efficiency For the first time in ten years, Region 8 has eliminated all backlogged FOIAs.

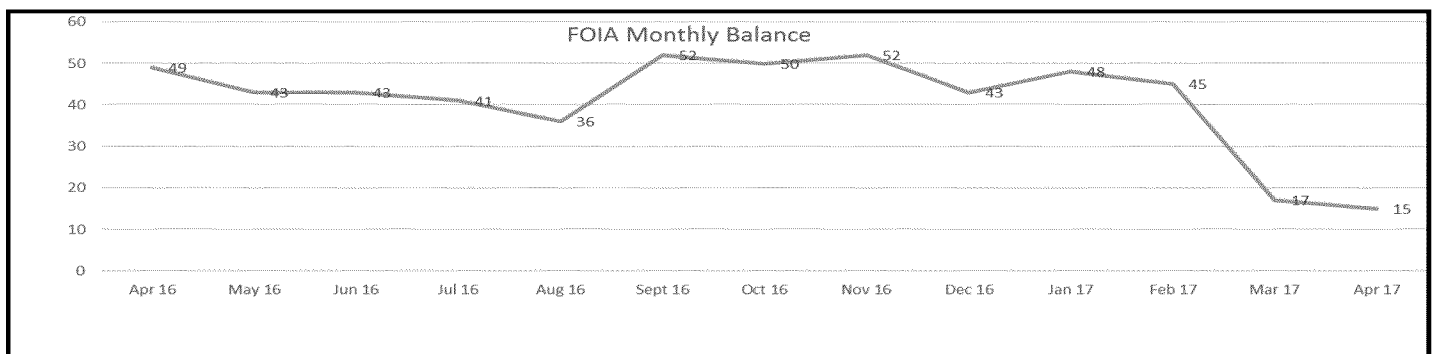
Responsiveness CMU FOIA processing time for simple FOIA processing has been reduced to 10 days -down from 18 days in 2014 (Agency average processing time for simple FOIAs is currently 14 days).

Assurance Since FOIA centralization, Region 8 senior leadership reports significantly greater confidence in the accuracy of FOIA responses to requestors.

Expertise The Region 8 FOIA Program advocates for national FOIA quality and process improvements and continues to develop regional FOIA process improvements.

The Content Management Unit
FOIA
Records Management
eDiscovery
Delegations/Orders

Pending Region 8 FOIA Requests



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